



STATE OF WEST VIRGINIA
OFFICE OF THE ATTORNEY GENERAL
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CONSUMER PROTECTION DIVISION
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Press Release

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**ATTORNEY GENERAL DARRELL MCGRAW SUES REGENCY PARK,
AN ASSISTED LIVING FACILITY IN HUNTINGTON, FOR
FAILING TO PROVIDE PROMISED REFUNDS**

Ms. Linda Harbour, a first grade teacher, put her eighty-five year old father in the Regency Park Assisted Living Residence facility in Huntington on December 3, 2003. She paid \$2,557.52 initially for his entry into the facility. Her father stayed at Regency Park for twelve hours. On December 25, 2003, Ms. Harbour's father passed away. Regency Park promised to provide Ms. Harbour a refund in December of 2003, but has failed to do so. Because her money was not refunded, Ms. Harbour had to sell stock to pay for her father's funeral.

Retirees and Huntington residents Carol Wolff and Juanita Weeks lost loved ones in mid-November and early December of 2003. In the month preceding their relatives' deaths, they each paid \$72 per day for the entire ensuing month. When their relatives passed away during that month, they went to Regency Park fully expecting to be refunded for the time after which their relatives had died. Like Ms. Harbour, these two retirees experienced the same aggravation in their attempts to obtain the refunds. The employees at the Huntington facility promised that the money would be refunded. In fact, the Executive Director even sent invoices to an owner of the facility in Maryland asking him to pay consumers the refunds they were due. Over nine months after Ms. Weeks' mother died and over ten months after Ms. Wolff's husband died, neither of them have received any money back from Regency Park.

On Tuesday, September 28, 2004, Attorney General Darrell McGraw filed suit on behalf of these and other West Virginia consumers against Regency Park in the Circuit Court in Cabell County. In addition to refunds, the lawsuit also seeks injunctive relief and civil penalties.

If you have any questions about this matter or want to report a problem with obtaining a refund from Regency Park, please call Attorney General Darrell McGraw's Consumer Hotline at 1-800-368-8808 or 304-558-8986.

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